

MASS. LC 1. 18: 2000



312066 0369 3628 1



**Commonwealth of Massachusetts
Board of Library Commissioners**

648 Beacon Street • Boston, Massachusetts 02215-2070
(800) 952-7403 in state • (617) 267-9400 • (617) 421-9833 fax

GOVERNMENT DOCUMENTS
COLLECTION

SEP 04 2001

University of Massachusetts
Depository Copy

**MASSACHUSETTS
PUBLIC LIBRARY DATA
FEATURED REPORT**

**Electronic Services
FY2000 Data
(July 1, 1999 - June 30, 2000)**

Massachusetts Board of Library Commissioners:

Edward Bertorelli, Chairman
Joseph S. Hopkins, Vice Chairman
John Henderson, Secretary
John Arnold
Deborah Hill Bornheimer
Walter L. Cameron, Jr.
Robert D. Hall, Jr.
Elia D. Marnik
Robert F. Mooney

Keith Michael Fiels, Director
Massachusetts Board of Library Commissioners

Dianne L. Carty, Head of State Aid and Data Coordination
Deshala Dixon, State Aid Specialist
Ann Downey, Systems Analyst
Holly LaBrode, Administrative Assistant
Mary Litterst, Planning and Research Specialist

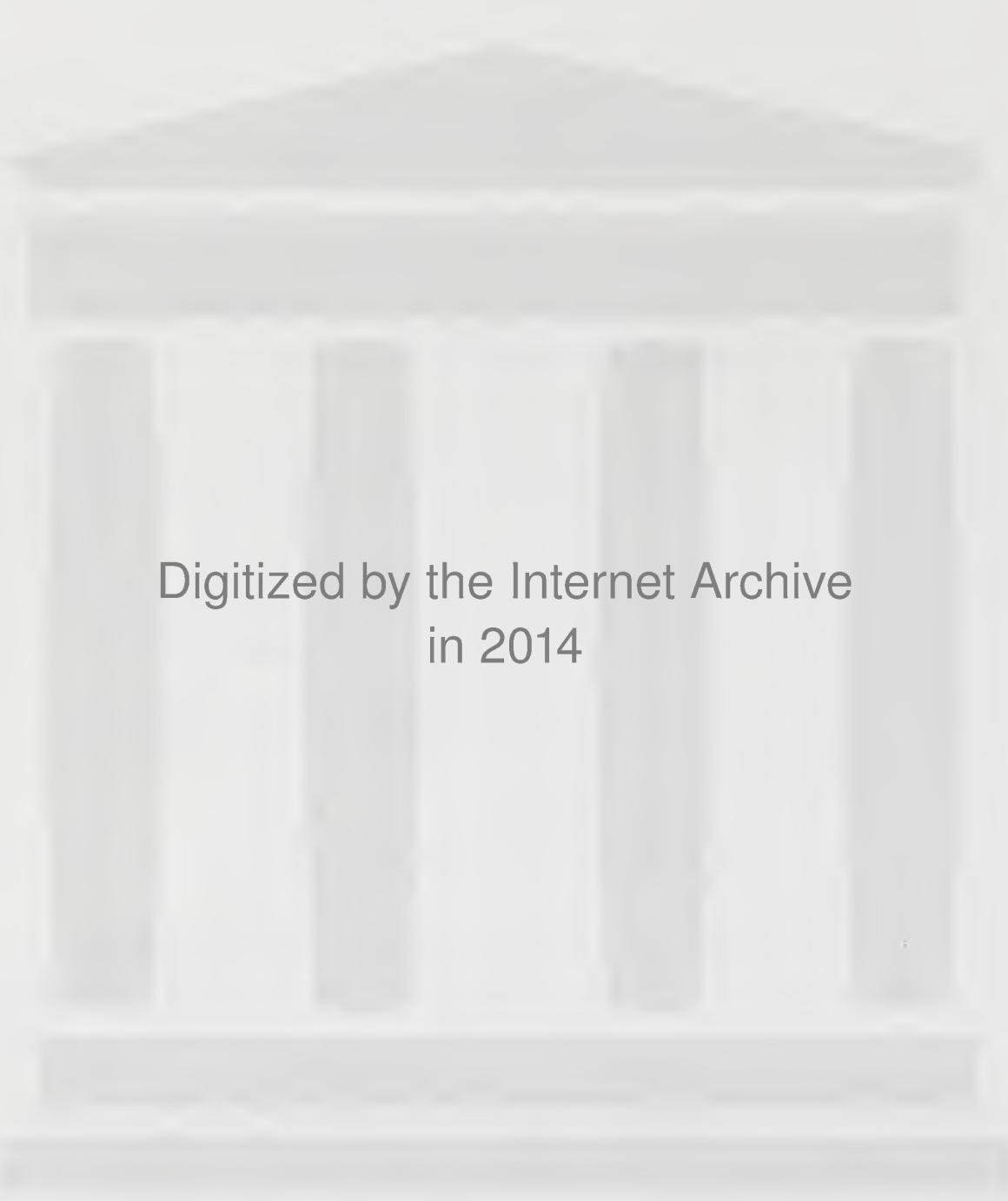
Prepared with LSTA funds.

Preparation of this report was supported in part by the U.S. Institute of Museum and Library Services. However, the opinions expressed herein do not necessarily reflect the position or policy of that agency, and no official endorsement by the agency should be inferred.

**Featured Report
Electronic Services
FY2000 Data**

Table of Contents

Page	
1	FY2000 Electronic Services Summary
2	Population Group A (under 2,000)
5	Population Group B (2,000 - 4,999)
8	Population Group C (5,000 - 9,999)
11	Population Group D (10,000 - 14,999)
14	Population Group E (15,000 - 24,999)
17	Population Group F (25,000 - 49,999)
20	Population Group G (50,000 - 99,999)
21	Population Group H (100,000 and over)
22	Graphs: Internet Access (FY1996 - FY2000) Type of Internet Access (FY1996 - FY2000)
23	Index
25	Definitions for Data in the Electronic Services Report



Digitized by the Internet Archive
in 2014

<https://archive.org/details/massachusettspub2000mass>

FY2000 Electronic Services Summary

Number of Libraries	Number of Munics	Service
358	337	provided access to electronic services.
179	171	reported 2,299,050 users of electronic resources.
360	339	provided access to the internet.
268	259	provided remote access to databases.
359	338	had 4,175 computer terminals available for public use.
350	332	had 2,274 PC's accessing the Internet with a graphical user interface.
184	176	had a home page as of June 30, 2000
69	67	reported 4,855,261 hits on their library's home page.
282	274	spent \$4,810,412 for network expenditures
321	304	held 32,019 materials in electronic format, which was 0.08% of total holdings.
198	196	subscribed to 1,717 electronic subscriptions, which was 1.9% of all subscriptions.
155	150	held 6,205 Internet training sessions attended by 21,958 people.
12	9	reported their highest Internet connection speed was less than 56K.
144	134	reported their highest Internet connection speed was 56K.
200	192	reported their highest Internet connection speed was greater than 56K.

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group A (0 - 1,999)

Alford	399	0	0	NC	0	0	N/A
Ashfield	1,732	0	1	NC	0	0	N/A
Becket	1,516	0	0	666	13	0	N/A
Blandford	1,117	0	1	NC	0	0	NC
Buckland	1,926	3,276	1	NC	2	2	N/A
Charlemont	1,241	0	1	468	0	0	N/A
Chester	1,239	0	1	NC	0	0	N/A
Chesterfield	1,138	0	1	NC	2	0	N/A
Chilmark	794	0	2	500	27	0	NC
Clarksburg	1,532	0	3	NC	30	0	N/A
Colrain	1,851	1,794	1	NC	3	0	N/A
Conway	1,658	0	1	NC	0	0	N/A
Cummington	786	0	1	NC	0	0	N/A
Egremont	1,176	0	1	NC	2	0	N/A
Erving	1,357			did not report			
Florida	705	0	1	20	4	0	N/A
Gay Head	236	0	2	NC	35	0	N/A
Gill	1,561	0	0	NC	0	0	N/A
Goshen	783	0	1	4	0	0	N/A
Gosnold	95			did not report			
Granville	1,425	0	3	NC	75	0	N/A
Hancock	381			did not report			
Heath	739	0	1	40	6	0	N/A
Hinsdale	1,834	0	1	NC	4	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Leverett	1,851	0	1	NC	2	0	NC
Leyden	717	0	1	230	20	0	NC
Middlefield	448	0	1	34	13	0	N/A
Monroe	112			did not report			
Monterey	771	0	1	NC	2	0	N/A
Montgomery	739	0	1	54	17	0	NC
Mount Washington	129	0	1	12	0	0	N/A
New Braintree	992	0	1	7	0	0	N/A
New Marlborough	1,238	0	1	NC	59	0	N/A
New Salem	823	0	1	NC	0	0	N/A
Oakham	1,706	1,812	1	500	18	0	NC
Otis	1,051			did not report			
Pelham	1,425	1,993	7	NC	49	0	N/A
Peru	759	0	1	228	0	0	N/A
Petersham	1,177	853	0	30	37	0	N/A
Phillipston	1,441	0	1	NC	0	0	N/A
Plainfield	614	0	1	NC	0	0	N/A
Richmond	1,629	1,812	2	NC	0	1	N/A
Rowe	373			did not report			
Royalston	1,161	0	2	NC	19	0	N/A
Russell	1,604	0	1	NC	41	0	N/A
Sandisfield	651	0	1	NC	0	0	N/A
Savoy	698			did not report			
Shutesbury	1,701	0	1	NC	20	0	NC
Tolland	295	0	1	NC	6	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Truro	1,835	16,022	2	959	7	1	NC
Tyningham	355			did not report			
Wales	1,548	0	2	NC	42	0	N/A
Warwick	750	0	1	NC	15	0	N/A
Wendell	963	0	1	250	1	0	N/A
West Stockbridge	1,438	0	1	700	50	0	N/A
Westhampton	1,461	0	1	417	1	0	N/A
Whately	1,313	0	1	NC	0	0	N/A
Windsor	758	0	1	NC	3	0	N/A
Worthington	1,215	0	3	NC	30	0	479

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group B (2,000 - 4,999)

Ashby	3,032	0	1	45	35	0	NC
Avon	4,603	9,408	5	1,912	2	0	N/A
Barre	4,981	1,993	1	550	16	0	489
Berlin	2,434	1,812	2	NC	55	0	N/A
Bernardston	2,093	0	1	165	9	0	N/A
Bolton	3,402	1,812	1	NC	6	0	N/A
Boxborough	4,132	2,844	0	NC	31	1	NC
Boylston	3,939	2,342	1	NC	182	0	N/A
Brimfield	3,174	0	1	319	12	0	N/A
Brookfield	2,955	2,712	1	370	14	6	N/A
Carlisle	4,808	16,322	3	192	3	3	N/A
Cheshire	3,418	0	1	NC	0	0	N/A
Dunstable	2,800	3,700	1	NC	48	0	N/A
East Brookfield	2,037	1,793	1	183	89	1	N/A
Edgartown	3,794	19,120	4	3,527	102	0	NC
Essex	3,418	8,685	2	825	18	2	N/A
Hadley	4,469	1,900	2	NC	20	0	N/A
Hampden	4,763	1,812	2	NC	29	0	N/A
Hardwick - Gilbertville	2,655	0	1	10	28	0	N/A
Hardwick - Paige Memorial	2,655	0	1	88	5	0	N/A
Hatfield	3,231	1,812	1	NC	4	0	N/A
Holland	2,079	0	1	NC	39	0	N/A
Hubbardston	3,763	1,812	1	14	10	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Huntington	2,134	0	1	NC	41	0	N/A
Lanesborough	3,017	0	2	NC	20	0	N/A
Mendon	4,867	0	2	NC	187	0	N/A
Millville	2,570	2,229	2	NC	37	0	N/A
Nahant	3,761	0	1	NC	2	0	NC
North Brookfield	4,875	2,629	1	NC	19	1	N/A
Northfield - Dickinson	2,970	1,832	1	392	37	0	N/A
Northfield - Field	2,970	0	1	20	0	0	N/A
Oak Bluffs	3,274	10,800	3	NC	98	0	5,040
Paxton	4,414	1,812	6	NC	83	1	NC
Plympton	2,723	5,985	1	228	0	0	N/A
Princeton	3,451	1,812	2	NC	36	0	NC
Provincetown	3,794	13,188	5	33,600	45	8	NC
Rochester	4,717	7,233	2	NC	101	0	NC
Sheffield	2,950	1,862	1	NC	38	0	N/A
Shelburne - Arms Library	2,010	0	1	NC	6	0	N/A
Shelburne - Shelburne Free	2,010	3,382	1	NC	35	0	N/A
Sherborn	4,150	1,890	3	NC	106	1	NC
Stockbridge	2,274	1,500	1	NC	0	0	N/A
Sunderland	3,516	4,541	2	NC	64	0	N/A
Tisbury	3,504	16,558	4	NC	63	0	NC
Warren - Public Library	4,602	1,862	1	131	25	0	N/A
Warren - West Warren	4,602	0	0	NC	20	4	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Wellfleet	2,815	16,270	3	5,250	66	0	NC
Wenham	4,578	13,671	4	594	8	1	N/A
West Brookfield	3,745	1,832	1	NC	0	0	N/A
West Newbury	4,062	13,276	4	1,544	4	1	N/A
West Tisbury	2,351	0	4	2,136	60	0	N/A
Williamsburg - Meekins	2,649	5,672	4	NC	146	2	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group C (5,000 - 9,999)

Adams	8,690	1,794	1	1,088	2	2	N/A
Ashburnham	5,636	0	2	1,457	169	0	N/A
Ayer	7,604	13,800	5	NC	75	4	900
Berkley	5,492	5,661	1	NC	44	0	NC
Blackstone	8,466	1,857	2	NC	27	1	NC
Boxford	9,174	16,277	7	3,637	47	7	N/A
Brewster	9,879	19,537	2	600	5	0	NC
Chatham - Eldredge	7,215	18,863	8	NC	47	5	NC
Chatham - So. Chatham	7,215	0	0	NC	0	0	N/A
Cohasset	7,114	12,004	3	NC	32	6	NC
Dalton	6,751	0	3	960	20	0	NC
Deerfield	5,120	0	1	396	0	0	N/A
Dighton	5,954	5,985	5	NC	116	7	NC
Douglas	7,104	2,043	1	NC	51	0	N/A
Dover	5,500	11,123	7	NC	96	6	50,760
Dudley	9,417	7,058	3	NC	5	0	N/A
Eastham	5,153	0	5	2,866	39	0	6,324
Freetown	8,883	7,418	3	690	37	5	N/A
Georgetown	7,756	3,700	2	NC	41	0	N/A
Granby	5,929	4,403	3	NC	23	1	NC
Great Barrington	7,666	0	2	1,077	65	5	N/A
Groton	9,407	1,794	6	NC	184	3	NC
Groveland	5,954	0	2	NC	54	1	N/A
Halifax	7,325	6,448	3	NC	138	2	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Hamilton	7,576	15,998	6	4,016	8	3	NC
Hanson	9,885	7,235	5	2,542	55	0	2,849
Hopedale	5,792	1,862	1	964	40	0	NC
Lakeville	9,135	5,861	1	NC	2	0	N/A
Lancaster	6,634	12,743	0	NC	1	0	NC
Lee	5,586	1,812	1	NC	0	0	N/A
Lenox	5,070	2,775	5	3,597	113	6	N/A
Lincoln	7,951	17,601	4	NC	29	25	N/A
Littleton	8,170	0	6	5,833	65	1	N/A
Lunenburg	9,411	1,812	2	NC	98	1	NC
Manchester-by-the-Sea	5,521	16,539	3	2,214	3	11	NC
Marion	5,244	11,515	3	NC	0	0	N/A
Mashpee	9,784	15,953	3	820	24	1	N/A
Mattapoisett	6,418	18,147	5	1,039	55	4	N/A
Merrimac	6,110	0	4	NC	48	1	NC
Middleton	6,183	995	6	2,063	23	3	198
Millis	8,068	14,653	3	NC	17	2	300
Monson	8,074	13,225	7	NC	0	0	N/A
Montague	8,334	1,993	1	NC	9	1	N/A
Nantucket	8,206	24,120	3	NC	66	2	N/A
Newbury	6,186	12,116	1	NC	0	2	N/A
Orange	7,618	1,760	1	NC	29	0	N/A
Orleans	6,445	21,634	5	9,360	21	2	N/A
Plainville	7,510	6,448	3	887	34	0	640
Rehoboth	9,786	6,071	2	500	13	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Rockport	7,684	16,065	4	4,544	23	2	N/A
Rowley	5,465	750	1	NC	5	0	NC
Rutland	5,615	853	2	1,165	35	1	N/A
Salisbury	7,274	8,853	2	737	0	0	N/A
Shirley	7,392	1,993	3	3,500	60	0	NC
Southampton	5,140	1,812	1	NC	0	0	NC
Southborough	8,032	3,000	2	1,610	151	8	NC
Southwick	8,417	1,812	3	1,833	54	0	NC
Sterling	7,327	1,041	8	1,688	45	0	N/A
Stow	5,891	19,150	4	NC	0	0	N/A
Sturbridge	8,113	3,849	4	3,680	156	1	NC
Sutton	7,659	1,700	3	NC	48	0	N/A
Templeton	7,220	1,832	1	NC	0	0	N/A
Topsfield	6,131	22,185	13	6,622	2	6	NC
Townsend	9,232	6,772	2	683	16	0	38,276
Upton	5,605	4,442	2	672	26	5	5,352
Ware	9,737	6,520	2	NC	13	0	N/A
West Boylston	6,753	2,500	10	NC	74	5	NC
West Bridgewater	6,824	6,448	6	1,105	20	1	NC
Westminster	6,821	800	3	1,586	51	0	1,000
Williamstown	8,117	19,374	8	NC	190	13	NC
Winchendon	9,358	1,765	2	601	53	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group D (10,000 - 14,999)								
Abington	14,941	13,118	4	3,750	3	3	N/A	
Acushnet	10,557	10,658	2	NC	99	5	NC	
Ashland	13,845	6,690	0	NC	20	0	N/A	
Athol	11,420	1,993	3	NC	75	3	NC	
Bedford	13,799	28,831	9	NC	85	4	N/A	
Belchertown	12,193	16,585	7	7,124	139	0	N/A	
Carver	11,881	10,010	11	6,379	101	6	8,740	
Charlton	10,542	1,993	2	50	49	8	N/A	
Clinton	13,169	0	2	NC	95	10	N/A	
Dennis - Memorial	14,864	0	5	2,349	90	0	N/A	
Dennis - Sears	14,864	0	3	414	50	0	N/A	
Dennis - South Dennis	14,864	0	3	1,200	0	0	N/A	
Dennis - Town	14,864	31,901	3	1,983	47	0	N/A	
Dennis - West Dennis	14,864	0	0	992	2	0	N/A	
East Bridgewater	12,825	8,286	2	380	50	3	N/A	
East Longmeadow	13,930	15,987	3	NC	63	2	NC	
Grafton	13,778	1,794	5	NC	57	3	NC	
Hanover	13,472	15,075	5	NC	33	11	NC	
Harvard	11,770	15,546	5	NC	68	2	N/A	
Harwich - Brooks	12,063	19,758	5	4,395	107	0	NC	
Harwich - Chase	12,063	0	1	75	1	0	N/A	
Harwich - Harwich Port	12,063	2,000	1	NC	9	0	N/A	

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Holbrook	11,135	13,035	7	2,479	77	0	N/A
Holliston	13,669	14,825	6	675	95	8	NC
Hopkinton	11,650	0	3	2,184	25	5	NC
Hull	10,561	13,000	5	2,600	55	10	N/A
Ipswich	12,758	20,477	8	5,750	15	1	NC
Kingston	11,226	10,994	6	3,576	47	5	N/A
Leicester	10,622	1,812	5	NC	102	0	N/A
Longmeadow	14,655	21,708	4	NC	79	7	NC
Lynnfield	11,444	28,600	4	25,664	67	9	2,150
Maynard	10,473	12,301	3	924	23	18	N/A
Medfield	11,753	19,130	10	NC	155	6	N/A
Medway	11,883	19,202	7	NC	55	8	NC
Millbury	12,405	1,832	4	NC	22	0	NC
Norfolk	10,815	9,528	9	4,315	191	2	17,068
North Reading	13,326	18,845	8	NC	46	3	N/A
Northborough	13,509	19,525	3	1,480	163	1	N/A
Northbridge	14,336	1,794	1	NC	0	0	N/A
Norwell	10,092	13,932	3	NC	86	8	NC
Oxford	13,455	0	4	NC	80	0	901
Palmer	11,824	17,694	18	15,400	98	8	21,172
Pepperell	11,085	1,812	5	332	141	1	N/A
Raynham	10,901	6,873	3	453	0	1	N/A
Seekonk	13,447	18,899	27	150,000	319	11	21,200
Spencer	12,479	1,875	2	NC	73	2	N/A
Swampscott	13,768	25,362	7	NC	20	1	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Tyngsborough	10,516	3,200	2	1,200	43	0	NC
Uxbridge	11,606	1,933	3	958	15	1	N/A
Wayland	12,359	20,411	9	1,500	57	16	N/A
Weston	10,726	2,885	12	12,324	201	102	N/A
Westport	14,316	12,494	2	NC	4	0	N/A
Westwood	13,219	24,385	8	NC	124	9	NC
Whitman	14,488	9,263	3	4,812	22	3	N/A
Wilbraham	12,550	20,457	5	1,100	58	2	2,000
Wrentham	10,404	8,468	0	4,800	109	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group E (15,000 - 24,999)

Acton - Memorial	19,332	23,031	4	13,634	89	17	N/A
Acton - W. Acton	19,332	0	0	NC	0	0	N/A
Amesbury	16,142	18,931	3	NC	21	0	NC
Auburn	15,828	23,427	4	NC	36	2	N/A
Bellingham	15,992	16,663	2	NC	64	1	NC
Belmont	23,750	33,357	8	12,174	304	14	NC
Bourne	18,329	32,862	5	NC	100	2	NC
Bridgewater	24,786	12,541	5	3,319	352	8	9,729
Burlington	23,637	31,087	4	NC	366	8	NC
Conant	20,887	17,168	7	18,000	357	10	NC
Concord	17,804	37,493	16	NC	200	37	NC
Dedham	23,585	29,000	9	NC	126	1	N/A
Duxbury	15,534	17,917	13	NC	262	12	56,742
Easthampton	15,527	1,812	2	NC	24	4	NC
Easton	21,547	15,026	15	2,059	35	16	6,432
Fairhaven	15,981	22,073	2	2,000	45	25	NC
Foxborough	16,436	20,212	5	NC	57	5	5,197
Gardner	20,377	18,648	3	5,964	33	0	N/A
Greenfield	18,154	17,246	6	10,792	56	0	NC
Hingham	20,528	25,049	6	10,500	232	3	2,000
Holden	15,360	22,596	5	7,472	34	0	N/A
Hudson	17,922	24,971	4	5,377	53	5	NC
Ludlow	19,025	2,849	2	2,569	4	2	N/A
Mansfield	19,741	15,450	4	4,316	221	6	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Marblehead	20,068	29,100	10	23,266	137	5	N/A
Marshfield	23,823	20,653	5	NC	169	22	NC
Middleborough	19,911	12,419	9	10,093	77	1	NC
Newburyport	16,874	24,185	4	1,701	0	0	NC
North Adams	15,549	13,510	5	400	81	1	16,100
Norton	16,271	11,754	2	416	168	8	2,944
Pembroke	16,828	16,487	6	7,179	142	0	1,332
Reading	23,389	33,100	18	NC	53	5	NC
Rockland	17,935	14,500	9	3,018	24	0	NC
Sandwich	19,189	25,399	20	7,572	49	1	NC
Scituate	17,681	17,593	7	5,490	14	3	NC
Sharon	16,936	17,805	8	NC	89	11	800
Somerset	17,769	14,511	7	2,857	33	7	N/A
South Hadley - Public	17,127	18,627	1	NC	110	15	5,665
South Hadley - Gaylord	17,127	0	3	NC	32	0	N/A
Southbridge	17,405	13,700	2	1,640	35	1	NC
Stoneham	22,345	26,100	13	NC	42	19	3,905
Sudbury	15,837	24,988	12	NC	2	1	NC
Swansea	15,486	16,300	7	NC	17	7	N/A
Wakefield	24,925	31,720	24	NC	236	5	13,800
Walpole	22,916	19,907	6	NC	210	3	NC
Wareham	19,901	25,977	6	NC	98	15	N/A
Webster	16,605	6,226	6	NC	8	1	N/A
Westborough	15,649	22,048	4	NC	40	6	NC
Westford	19,983	28,689	6	24,445	8	4	1,767

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Wilmington	20,840	23,809	3	7,705	9	0	1,430
Winchester	20,476	32,256	8	21,012	229	19	NC
Winthrop	17,274	26,100	13	12,448	98	3	N/A
Yarmouth	23,091	37,458	15	11,684	120	0	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group F (25,000 - 49,999)							
Agawam	26,686	22,831	5	NC	306	1	N/A
Amherst	36,474	39,462	13	NC	192	12	360,000
Andover	31,852	46,548	20	30,329	498	28	1,121,796
Arlington	43,298	27,501	16	90,440	135	20	N/A
Attleboro	39,902	22,798	5	12,685	129	4	2,516
Barnstable - Centerville	46,067	15,835	3	NC	3	5	NC
Barnstable - Cotuit	46,067	14,062	5	NC	66	2	1,300
Barnstable - Hyannis	46,067	28,120	9	NC	39	0	NC
Barnstable - Marstons Mills	46,067	11,757	4	3,462	28	0	7,500
Barnstable - Osterville	46,067	18,151	3	1,753	6	0	NC
Barnstable - Sturgis	46,067	14,237	6	NC	59	0	11,500
Barnstable - Whelden	46,067	9,292	4	NC	3	0	NC
Beverly	39,113	37,200	16	NC	6	2	11,000
Billerica	39,900	26,000	20	2,160	95	21	NC
Braintree	34,825	24,911	13	NC	64	4	N/A
Chelmsford	33,883	41,959	26	NC	191	3	NC
Chelsea	27,425	9,780	2	4,256	15	1	NC
Danvers	25,504	29,600	8	NC	0	2	NC
Dartmouth	29,820	33,155	4	NC	12	5	3,882
Dracut	28,196	21,116	5	5,044	145	0	2,604
Everett	34,773	30,200	7	37,702	62	1	51,828
Falmouth - Public Library	31,996	47,623	12	NC	23	7	NC

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Falmouth - West Falmouth	31,996	0	0	NC	0	0	N/A
Falmouth - Woods Hole	31,996	1,000	1	394	33	0	N/A
Fitchburg	40,407	25,536	13	NC	56	0	NC
Franklin	28,878	23,334	9	43,524	6	8	NC
Gloucester	29,744	30,100	8	15,140	27	1	139,664
Holyoke	40,677	6,622	3	NC	19	1	700
Leominster	40,358	25,776	4	NC	20	4	N/A
Lexington	29,583	40,135	9	11,875	200	4	29,108
Marlborough	33,408	28,702	5	10,178	332	11	NC
Melrose	27,241	32,430	26	NC	11	1	7,206
Methuen	42,364	22,298	7	1,984	98	0	N/A
Milford	25,908	25,325	15	NC	67	11	6,400
Milton	25,611	24,500	6	NC	70	4	11,717
Natick - Bacon	31,595	0	1	NC	30	2	NC
Natick - Morse	31,595	38,000	15	48,000	160	9	NC
Needham	27,832	26,970	7	40,000	123	14	13,616
North Andover	27,284	30,710	6	13,678	144	11	NC
North Attleborough	25,963	18,419	4	6,240	53	0	N/A
Northampton - Forbes	28,412	35,094	8	NC	0	3	NC
Northampton - Lilly	28,412	0	2	NC	28	0	NC
Norwood	28,734	22,470	5	9,789	207	8	NC
Peabody	49,212	42,936	26	11,834	56	0	525,426
Pittsfield	45,296	33,812	8	NC	215	4	14,129
Randolph	30,502	21,450	2	NC	81	0	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Revere	41,747	25,100	8	NC	86	1	N/A
Salem	38,341	32,100	10	18,112	10	12	N/A
Saugus	26,802	32,100	16	NC	48	9	NC
Shrewsbury	28,379	36,609	5	5,041	100	37	14,753
Stoughton	27,711	17,143	3	7,691	11	3	60,000
Tewksbury	29,016	17,234	8	NC	88	2	N/A
Watertown	32,279	42,952	27	NC	748	36	200,757
Wellesley	26,663	43,626	23	NC	173	39	NC
West Springfield	25,876	22,702	9	5,159	115	2	8,047
Westfield	37,615	28,630	11	NC	384	0	N/A
Woburn	37,419	22,527	6	10,400	0	18	N/A

FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group G (50,000 - 99,999)

Brockton	93,653	19,013	7	13,810	66	3	N/A
Brookline	53,605	61,719	17	35,792	134	34	46,000
Cambridge	92,942	51,959	36	NC	98	12	55,000
Chicopee	53,751	25,648	14	12,000	41	0	1,040
Fall River	90,555	45,540	6	11,569	57	5	NC
Framingham	64,998	27,328	11	19,956	147	8	N/A
Haverhill	55,525	45,273	35	57,489	109	3	5,941
Lawrence	69,794	27,262	8	28,392	113	15	32,448
Lynn	80,985	31,487	7	15,610	22	9	43,929
Malden	52,507	18,556	3	2,042	8	6	NC
Medford	55,559	18,627	10	7,500	225	12	N/A
New Bedford	94,780	40,007	17	15,835	1,297	11	NC
Newton	80,143	35,894	42	NC	1,675	10	NC
Plymouth	50,689	34,615	9	NC	32	15	25,095
Quincy	85,777	56,632	37	NC	171	27	NC
Somerville	73,872	39,543	12	NC	119	5	NC
Taunton	53,107	15,599	4	4,250	29	16	4,331
Waltham	58,634	43,940	13	20,427	296	23	358,920
Weymouth	54,686	19,872	6	NC	150	8	N/A

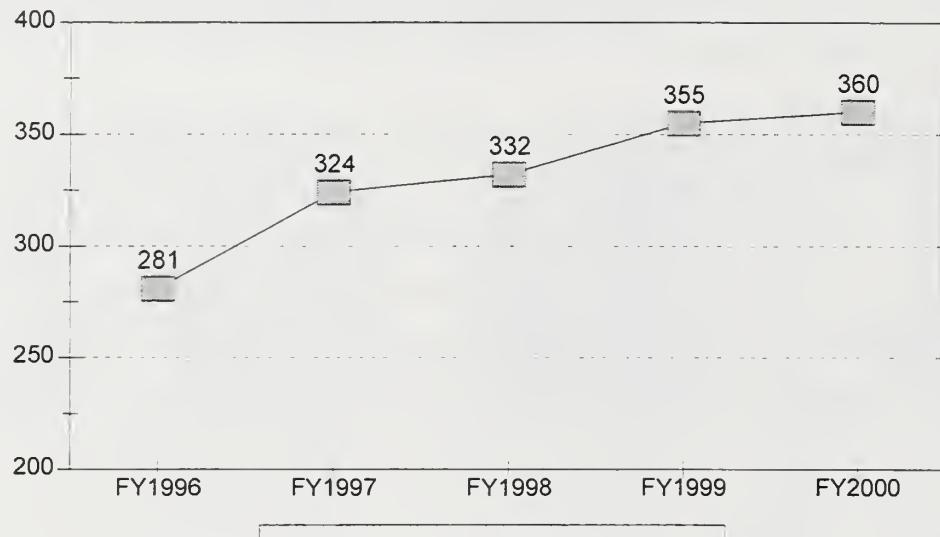
FY2000 Featured Report - Electronic Services

Library	1999 Pop	Network Expend.	GUI Internet PC's	Users of Elec. Resources	Mat'l's in Elec. Format	Electronic Subscrip.	Web Page Hits
---------	----------	-----------------	-------------------	--------------------------	-------------------------	----------------------	---------------

Population Group H (100,000 +)							
Boston	555,249	1,800	332	323,022	1,933	237	621,872
Lowell	101,103	39,549	5	1,709	20	4	NC
Springfield	147,216	134,176	29	638,212	3,450	19	732,031
Worcester	167,132	83,361	24	NC	789	15	35,368

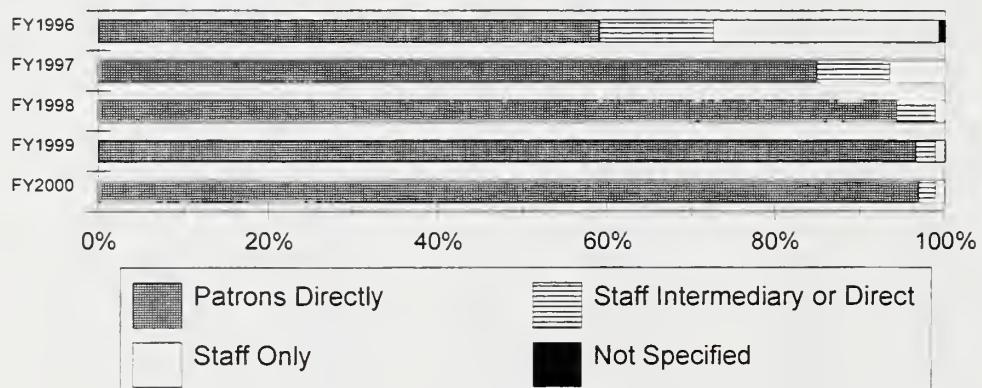
Internet Access

FY1996 - FY2000



Type of Internet Access

FY1996 - FY2000



	Patrons Directly	Staff Intermed.	Staff Only	Not Specified
1996	166	38	75	2
1997	275	28	21	0
1998	317	15	4	0
1999	343	8	4	0
2000	349	7	4	0

Source: FY1997 - FY2001 ARIS forms

Municipality	Page	Municipality	Page	Municipality	Page
Abington	11	Chicopee	20	Hancock	2
Acton	14	Chilmark	2	Hanover	11
Acushnet	11	Clarksburg	2	Hanson	9
Adams	8	Clinton	11	Hardwick	5
Agawam	17	Cohasset	8	Harvard	11
Alford	2	Colrain	2	Harwich	11
Amesbury	14	Concord	14	Hatfield	5
Amherst	17	Conway	2	Haverhill	20
Andover	17	Cummington	2	Heath	2
Arlington	17	Dalton	8	Hingham	14
Ashburnham	8	Danvers	17	Hinsdale	2
Ashby	5	Dartmouth	17	Holbrook	12
Ashfield	2	Dedham	14	Holden	14
Ashland	11	Deerfield	8	Holland	5
Athol	11	Dennis	11	Holliston	12
Attleboro	17	Dighton	8	Holyoke	18
Auburn	14	Douglas	8	Hopedale	9
Avon	5	Dover	8	Hopkinton	12
Ayer	8	Dracut	17	Hubbardston	5
Barnstable	17	Dudley	8	Hudson	14
Barre	5	Dunstable	5	Hull	12
Becket	2	Duxbury	14	Huntington	6
Bedford	11	East Bridgewater	11	Ipswich	12
Belchertown	11	East Brookfield	5	Kingston	12
Bellingham	14	East Longmeadow	11	Lakeville	9
Belmont	14	Eastham	8	Lancaster	9
Berkley	8	Easthampton	14	Lanesborough	6
Berlin	5	Easton	14	Lawrence	20
Bernardston	5	Edgartown	5	Lee	9
Beverly	17	Egremont	2	Leicester	12
Billerica	17	Erving	2	Lenox	9
Blackstone	8	Essex	5	Leominster	18
Blandford	2	Everett	17	Leverett	3
Bolton	5	Fairhaven	14	Lexington	18
Boston	21	Fall River	20	Leyden	3
Bourne	14	Falmouth	17	Lincoln	9
Boxborough	5	Fitchburg	18	Littleton	9
Boxford	8	Florida	2	Longmeadow	12
Boylston	5	Foxborough	14	Lowell	21
Braintree	17	Framingham	20	Ludlow	14
Brewster	8	Franklin	18	Lunenburg	9
Bridgewater	14	Freetown	8	Lynn	20
Brimfield	5	Gardner	14	Lynnfield	12
Brockton	20	Gay Head	2	Malden	20
Brookfield	5	Georgetown	8	Manchester-by-the-Sea	9
Brookline	20	Gill	2	Mansfield	14
Buckland	2	Gloucester	18	Marblehead	15
Burlington	14	Goshen	2	Marion	9
Cambridge	20	Gosnold	2	Marlborough	18
Canton	14	Grafton	11	Marshfield	15
Carlisle	5	Granby	8	Mashpee	9
Carver	11	Granville	2	Mattapoisett	9
Charlemont	2	Great Barrington	8	Maynard	12
Charlton	11	Greenfield	14	Medfield	12
Chatham	8	Groton	8	Medford	20
Chelmsford	17	Groveland	8	Medway	12
Chelsea	17	Hadley	5	Melrose	18
Cheshire	5	Halifax	8	Mendon	6
Chester	2	Hamilton	9	Merrimac	9
Chesterfield	2	Hampden	5	Methuen	18

Municipality	Page	Municipality	Page	Municipality	Page
Middleborough	15	Quincy	20	Upton	10
Middlefield	3	Randolph	18	Uxbridge	13
Middleton	9	Raynham	12	Wakefield	15
Milford	18	Reading	15	Wales	4
Millbury	12	Rehoboth	9	Walpole	15
Millis	9	Revere	19	Waltham	20
Millville	6	Richmond	3	Ware	10
Milton	18	Rochester	6	Wareham	15
Monroe	3	Rockland	15	Warren	6
Monson	9	Rockport	10	Warwick	4
Montague	9	Rowe	3	Watertown	19
Monterey	3	Rowley	10	Wayland	13
Montgomery	3	Royalston	3	Webster	15
Mount Washington	3	Russell	3	Wellesley	19
Nahant	6	Rutland	10	Wellfleet	7
Nantucket	9	Salem	19	Wendell	4
Natick	18	Salisbury	10	Wenham	7
Needham	18	Sandisfield	3	West Boylston	10
New Bedford	20	Sandwich	15	West Bridgewater	10
New Braintree	3	Saugus	19	West Brookfield	7
New Marlborough	3	Savoy	3	West Newbury	7
New Salem	3	Scituate	15	West Springfield	19
Newbury	9	Seekonk	12	West Stockbridge	4
Newburyport	15	Sharon	15	West Tisbury	7
Newton	20	Sheffield	6	Westborough	15
Norfolk	12	Shelburne	6	Westfield	19
North Adams	15	Sherborn	6	Westford	15
North Andover	18	Shirley	10	Westhampton	4
North Attleborough	18	Shrewsbury	19	Westminster	10
North Brookfield	6	Shutesbury	3	Weston	13
North Reading	12	Somerset	15	Westport	13
Northampton	18	Somerville	20	Westwood	13
Northborough	12	South Hadley	15	Weymouth	20
Northbridge	12	Southampton	10	Whately	4
Northfield	6	Southborough	10	Whitman	13
Norton	15	Southbridge	15	Wilbraham	13
Norwell	12	Southwick	10	Williamsburg	7
Norwood	18	Spencer	12	Williamstown	10
Oak Bluffs	6	Springfield	21	Wilmington	16
Oakham	3	Sterling	10	Winchendon	10
Orange	9	Stockbridge	6	Winchester	16
Orleans	9	Stoneham	15	Windsor	4
Otis	3	Stoughton	19	Winthrop	16
Oxford	12	Stow	10	Woburn	19
Palmer	12	Sturbridge	10	Worcester	21
Paxton	6	Sudbury	15	Worthington	4
Peabody	18	Sunderland	6	Wrentham	13
Pelham	3	Sutton	10	Yarmouth	16
Pembroke	15	Swampscott	12		
Pepperell	12	Swansea	15		
Peru	3	Taunton	20		
Petersham	3	Templeton	10		
Phillipston	3	Tewksbury	19		
Pittsfield	18	Tisbury	6		
Plainfield	3	Tolland	3		
Plainville	9	Topsfield	10		
Plymouth	20	Townsend	10		
Plympton	6	Truro	4		
Princeton	6	Tyngsborough	13		
Provincetown	6	Tyringham	4		

**DEFINITIONS FOR DATA
IN THE ELECTRONIC SERVICES REPORT, FY2000**

Column Heading	Definition
Library	Name of the Municipality or Municipality-Library.
1999 Population	1999 Population estimate for the municipality.
Region	Regional Library System in which the municipality is located. (B=Boston, C=Central, M=MetroWest, N=Northeast, S=Southeastern, W=Western)
Network Expenditures	Expenditures reported for membership in an automated resource sharing network.
GUI Internet PC's	Number of GUI Internet PC's (for patron use) reported by library. Graphical User Interface (GUI) - A computer interface which allows the user to provide input and receive output interactively by manipulating menu bars, icons, and moveable, resizable windows by means of a keyboard and/or pointing device such as a mouse. A GUI is used in Web browsers and in most word processing, spreadsheet, and graphics applications. (ODLIS: Online Dictionary of Library & Information Science) The interface between the user and the computer is graphics rather than text based; Microsoft Windows is an example.
Users of Electronic Resources	Users of electronic resources are the public's in-library contacts, regardless of length of time, with any of the library's electronic resources. Electronic resources include, but are not limited to Internet (WWW, email, telnet, other), online indexes (and full-text databases), CD-ROM reference sources, software, and the online catalog. Not included is staff use of these resources.
Materials in Electronic Format	These are REFERENCE and CIRCULATING library materials designed to be processed by a computer such as CD-ROMs, floppy disks, magnetic tapes and magnetic disks. Examples are products on CD-ROM, tape or disk, locally-mounted databases and U.S. Census data tapes. Bibliographic records used to manage the collection, library system software, and microcomputer software used only by the library staff are excluded.
Electronic Subscriptions	Number of subscriptions to materials in electronic format. The title of the electronic material constitutes the subscription.
Web Page Hits	Retrieval of any item, such as a page or a graphic, from a Web server. For example, when a visitor accesses the library's homepage which has four graphics, typically that's 5 hits, one for the page and four for the graphics.

